



## 96TH MEDICAL GROUP REPORT CARD

The Joint Commission (JC) is a civilian organization that surveys health care organizations at least every three years. JC awards a score based on how well each organization meets nationally established Joint Commission standards. The standards deal with organizational quality of care issues and the safety of the environment in which patient care is provided.

**Our last survey by The Joint Commission (JC) was performed in: May 2009.**

**Overall JC Score 22 MAY 09**  
**Fully Accredited for 3 Years**



Health Services Inspections (HSI) assess the ability of Air Force medical units to fulfill their peacetime and wartime missions. HSIs are conducted under the authority of the Air Force Inspector General and operate from the Air Force Inspection Agency (AFIA), Kirtland AFB, NM.

**Our last Health Services Inspection (HSI) was performed in: May 2009.**

**Overall HSI Score OUTSTANDING**  
**Highest rating possible**



## **Service Delivery Assessments (Apr 2012)**

**1. AFMS: How much do you agree with the following statement: In general, I am able to see my provider(s) when needed?**

1. 1.7%      2. 1.7%      3. 10.3%      4. 18.2%      5. 68.1%

**2. AFMS: How much do you agree or disagree with the following statement: I would recommend this clinic to a family member or friend.**

1. 1.2%      2. 0.7%      3. 3.2%      4. 15.4%      5. 79.5%

**3. AFMS: Overall, how satisfied are you with the health care you received?**

1. 0.7%      2. 0.0%      3. 2.9%      4. 19.5%      5. 76.8%

**4. AFMS: How satisfied are you with the management of your healthcare needs?**

1. 0.5%      2. 1.0%      3. 6.3%      4. 20.7%      5. 71.5%

**5. AFMS: How would you rate your satisfaction with the provider you saw?**

1. 0.5%      2. 0.7%      3. 1.7%      4. 9.0%      5. 88.1%

**6. AFMS: How well did your provider and/or staff answer your questions about your medical condition and treatment in a way that you could understand?**

1. 0.5%      2. 0.0%      3. 1.5%      4. 5.8%      5. 92.2%

**7a. AFMS: During your visit, were changes made to your medications? No or Yes**

No = 78.6%      Yes = 21.4%

**7b. AFMS: If changes made, did you receive a complete list of your current medications? No(1) or Yes(5)**

No = 17.0%      Yes = 83.0%

**8. MTF: Could we have done something at this appointment to make your visit better? Yes(1) or No(5)**

Yes = 11.7%      No = 88.3%

**9a. MTF: Did you wait longer than 30 minutes past your appointment time before the provider saw you? Yes(1) or No(5)**

Yes = 6.1%      No = 93.9%

**9b. MTF: If you waited longer than 30 minutes past your appointment, were you kept informed? No(1) or Yes(5)**

No = 56.0%      Yes = 44.0%



**Average appointment waiting times for major services: (Apr 2012)**

CLINIC	WAITING TIME
FAMILY HEALTH	(A) 0.93 days (R) 4.14 days (W) 17.73 days
FAMILY MEDICINE RESIDENCY	(A) 0.63 days (R) 7.21 days (W) 10.41 days
FLIGHT MEDICINE	(A) 0.51 days (R) 3.37 days (W) 1.53 days
INTERNAL MEDICINE	(A) 0.55 days (R) 3.09 days (W) 13.48 days
PEDIATRICS	(A) 0.61 day (R) 6.45 (W) 11.10 days
ORTHOPEDICS	(A) 5.28 days (R) 11.44
OBSTETRICS/GYNCOLOGY	(A) 7.05 days (R) 23.89 (W) 20.10
MENTAL HEALTH	(A) 0.00 (R) 4.24
<p>For (A)cute care, you will be seen or arrangements made for you to be seen within <u>24 hours</u>.</p> <p>For (R)outine care - <u>7 days</u></p> <p>For (W)ellness/specialty care - <u>28 days</u></p>	<p><b>We are committed to serving you.</b>  <b>96 MDG accomplished the following:</b></p> <ul style="list-style-type: none"> <li>• <b>Clinic &amp; ER visits = 27,340</b></li> <li>• <b>Performed 381 surgeries</b></li> <li>• <b>Delivered 70 babies</b></li> <li>• <b>Filled 66,420 prescriptions</b></li> <li>• <b>Performed 34,341 lab &amp; 12,129 rad tests</b></li> </ul>

Every section has a Patient Relation Rep, please seek their assistance if you have a concern, have feedback or need help regarding your healthcare.

96 MDG Patient Relations Coordinator: Ms Maggie Boyd 883.9042, office is co-located with Admissions & Discharge section

TRICARE Health Benefits Advisors: 883.8246

Central Appointments: 883.8600

**... TO WELLNESS**

**“We want you to stay healthy or to get healthier than you are now and WE WANT YOU to be a part of your healthcare team by **Speaking Up** and asking questions.”**

**Are You “IN”? INVolved, INformed, INvested \*\*\*\*\*Every time you talk with a provider, nurse, or pharmacist, ask questions to better understand your health.**